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November 13, 2006

Wendy Cartledge, Esquire
Office of Regulatory Staff
P. O. Box 11263
Columbia, S. C. 29211

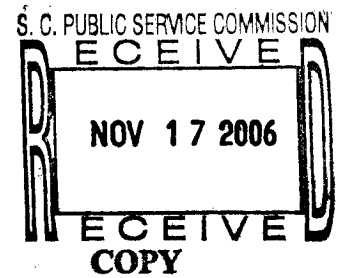
Re: Docket 2005-13-WS

Dear Mrs. Cartledge:

I am filing the following comments in reference to the Application for an increase in rates and charges filed by the Wyboo Plantation Utilities Company. I reside in the Wyboo Plantation Development and my home is served by Wyboo Plantation Utilities. I serve on the Utility Committee of Wyboo Home Owner's Association so I am very familiar with the aspects of this Docket.

I retired from the Public Service Commission of S. C. with 28 years of service. Prior to my employment with the Commission I spent approximately 11 years with a public utility in customer service operations. During my years of service with the Commission one of my Department's primary responsibilities included continuing inspections of natural gas utilities to ensure their compliance with the Commission's Rules and Regulations. I assisted in writing the presently effective Rules and Regulations. Several of the Rules and Regulations are very similar for all the utilities regulated by the Commission. In other words many of the requirements of the Commission's customer service regulations apply to Gas, Electric, water, and wastewater utilities.

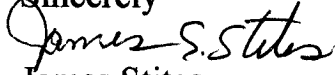
During my 28 years with the Commission I always found the Commission to be very sensitive about the level of customer service being afforded by the utilities. In order to measure the gas utilities' quality of service my Staff made continuing on-site inspections of the utilities to check for any deficiencies. Most all deficiencies found were corrected through informal action by the Commission Staff without having to request formal action by the Commission.



Posted: R. Duke
Dept: SA-015
Date: 11-17-06
Time: _____

My observation of the quality of service being afforded the customers of Wyboo Plantation Utilities is very much below an acceptable level and I would not hesitate to recommend that the Commission Order a substantial improvement in this Utility's level of customer service prior to considering any rate relief for the utility.

Sincerely



James Stites

51 N. Lake Circle

Manning, S. C. 29102

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Cc: Charles L. A. Terreni, Esquire
Public Service Commission of S. C.